

# Risk Management: Lessons Learned from Telehealth Nursing

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# Objectives

- Recognize the role of the RN and the APRN in telehealth.
- Identify areas of risk associated with telehealth.
- Describe one or more strategies used to reduce risk and help ensure patient safety.

# Nursing

- Identify and meet the health needs
- Promote health & prevent illness
- Nursing process
  - **Assessment**
  - Diagnosis
  - Outcomes / Planning
  - Implementation
  - Evaluation



# Telehealth Nursing

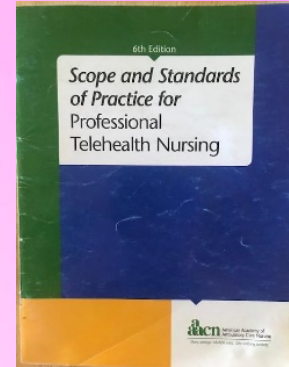
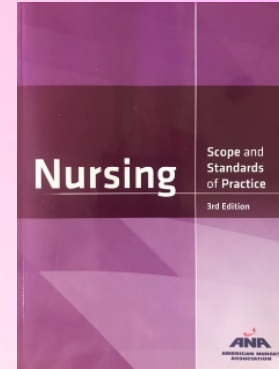


- Patient not required to be physically present.
- Professional nursing
- Provides access, care management, education, and other health related needs
- Duty to provide safe care

# Nursing Standards



- State Practice Act
- Scope & Standards of Practice
- TH Scope & Standards of Practice
- Quality & Safety Education for Nurses (QSEN)



# Nursing Standards

**Care management and coordination is a responsibility of, and a standard of practice for, all registered nurses.**

- Advocates for patient
- Coordinates, integrates, and assures continuity of care
- Communicates care provided and needed at each transition in care
- Engages patients, caregivers, and providers using an interprofessional approach
- Uses the unique and complementary abilities of all members of the team to help attain desired outcomes

# Advanced Practice Registered Nurse



# Advanced Practice Registered Nurse (APRN)

- **Registered Nurse Practitioner (RNP)**
  - FNP, AGNP, WHNP, PMHNP, PNP, NNP
- Certified Nurse Midwife
- Clinical Nurse Specialist (CNS)
- Certified Registered Nurse Anesthetist (CRNA).



# Nurse Practitioner (NP)

## Scope of practice of a registered nurse... plus:

- Examine a patient and establish a medical diagnosis
- Admit, manage, discharge to a health care facility
- Order, interpret, perform diagnostic tests
- Prescribe, order, administer, and dispense
  - pharmacologic interventions
  - non-pharmacological interventions (e.g., DME, home health, hospice, PT, OT)
- Manage the plan of care

# Telehealth – Areas of Risk

- Privacy
- Consent
- Technology
- Interstate Practice
- Scope of Practice
- Reimbursement
- **Orientation/training**
- **Policy/Procedure**
- **Communication**
- **Assessment**
- **Documentation**

# Orientation/Training Policy/Procedure



- Role and Scope of Practice
- Expectations/Outcomes
- Resources
- Standardization
- Chain of command

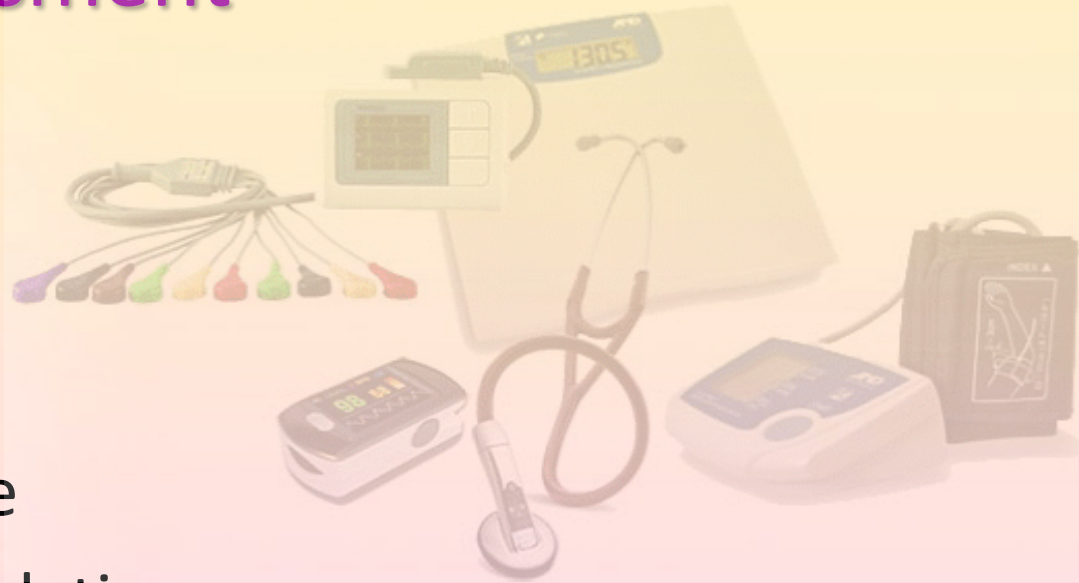
# Communication

- Connect
- Pt Centered
  - Collaboration
  - Individualized
- Listen
- Full circle



# Assessment

- Accurate
- Be engaged
- Appropriate
- Recommendation
- Err on side of caution



# Documentation



- Is communication
- Timely
- Accurate
  - Document to paint a picture

Thank-you!!



# Resources Used

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